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Important Contacts

On-Base Emergency

Off-Base Emergency

Routine Care/Appointments

TRICARE Service Center/POC

Nurse Advice Line

Arrival Checklist

Here are a few things you should do as soon as possible so you and your family can get care when you need it:

- ☐ **ID Cards.** Make sure they are accurate and current, and that all eligible family members have one.
- ☐ **Check DEERS.** Visit your personnel unit to make sure you and your family members are properly registered in DEERS. Many enrollment and claims problems are caused by incorrect or incomplete information in DEERS.
- ☐ **Update Your Address.** As soon as you have a permanent APO or FPO address, update this in DEERS by visiting your personnel unit or online at www.tricare.osd.mil/DEERSaddress/
- ☐ **Enrollment.** Visit your local TRICARE Service Center or your TRICARE POC at remote locations to ensure you and your family members are properly enrolled.

TRICARE Choices

TRICARE Prime

Most active-duty families who live on or near a major military installation choose to enroll in TRICARE Prime. In addition to priority access to Military Treatment Facilities, TRICARE Prime offers several important benefits:

- **Low Costs.** There are no enrollment fees, deductibles, cost-shares or co-pays for authorized medical care—whether you get it at a Military Treatment Facility, from host-nation providers, or even when traveling.
- **Primary Care Manager (PCM).** TRICARE Prime enrollees are assigned a physician who will help manage their health care needs and coordinate all of their medical care, including referrals to military or host-nation specialists.
- **Preferred Provider Network.** To help protect your health and your pocketbook, we have special relationships with select providers in your host-nation country. We ensure that these providers are properly licensed and we

Continued on next page ⇨

TRICARE Choices

monitor the quality of the care they provide. In addition, these providers will usually file TRICARE claims for you, so you will not have to pay up front for the authorized care you receive. (*Note: you must get authorization from your PCM before seeking non-emergency care from a host-nation provider*)

- **Access Standards.** TRICARE Prime's established access-to-care standards ensure you receive timely, quality care. Here are the maximum waiting times for appointments:
 - Acute illness—24 hours
 - Routine visits—7 days
 - Well visits or specialty care—30 days
- **Portability.** When it's time to move, TRICARE Prime will move with you. You have 60 days from the date of your departure to contact your new TRICARE Service Center to transfer your Prime enrollment to your new duty location. After that, your coverage reverts to TRICARE Standard.

TRICARE Choices

TRICARE Standard

Active-duty family members who choose not to enroll in TRICARE Prime will be covered by TRICARE Standard, as will military retirees living overseas (see Page 7). There are advantages and disadvantages to TRICARE Standard:

- ✓ **Advantage: Choice.** Beneficiaries do not need care authorizations for most outpatient care and may see the host-nation provider of their choice. A non-availability statement is required for inpatient, host-nation mental health care.
- ✗ **Disadvantage: Cost.** TRICARE Standard beneficiaries must pay a portion of the cost of the care they receive in the form of deductibles and cost-shares.
- ✗ **Disadvantage: Access.** Beneficiaries are not assigned a PCM, and may use Military Treatment Facilities only on a space-available basis. This may not apply to retirees living in areas that offer TRICARE Plus. See Page 7 for details.

TRICARE at Remote Sites

If you're stationed more than 50 miles from a military treatment facility, you will most likely be covered by one of TRICARE's Remote Site Programs.

■ **For more information, see Page 21.**

Military Retirees Overseas

Retirees living overseas are covered under TRICARE Standard until age 65, after which they must enroll in Medicare Part B to qualify for TRICARE for Life. Some things to keep in mind:

- At most Military Treatment Facilities, retirees are seen on a space-available basis. Commanders work hard to provide as much access as possible.
- Some Military Treatment Facilities offer TRICARE Plus, which assigns a PCM to participating retirees and provides Prime-like access for primary care. Check with your local TRICARE Service Center to see if this program is available.

TRICARE Help

TRICARE Service Centers

Your local TRICARE Service Center (TSC) should be your first stop for information or questions about your TRICARE benefit. Whether you need care at the Military Treatment Facility or from host-nation providers, your TSC can:

- Provide information on TRICARE Europe program options.
- Transfer enrollments from a previous assignment.
- Help you file claims or resolve debt collection problems.
- Answer your questions about your covered health benefits.
- Provide referrals and care authorizations for host-nation care.
- Help resolve difficult problems or complaints.
- Assist in overcoming language barriers you may face with host-nation providers.

Central TRICARE Service Center

Primarily for those serving in remote locations, the Central TRICARE Service Center (CTSC) offers help and information about most TRICARE-related issues. Contact the CTSC by:

- **E-mail:** TEurope@europe.tricare.osd.mil
- **Civ. Phone:** 0049-6302-67-7433/7434
- **DSN Phone:** 496-7433/7434
- **FAX:** 0049-6302-67-6374
- **DSN Fax:** 496-6374
- **Toll-Free (from CONUS):** 1-888-777-8343

TRICARE on the Web

- www.europe.tricare.osd.mil — *Get help and information about TRICARE in Europe.*
- www.tricare.osd.mil — *Web site of the TRICARE Management Agency.*
- www.tricare4u.com — *Track your claims.*
- www.tricareonline.com — *General health information, appointments and more.*

TRICARE Prime

Getting Care

Most of your family's primary care will be provided at your local Military Treatment Facility (MTF). Check local phone directories for your appointment line phone number, or visit www.tricare.osd.mil/mtf/.

Important Note:

Most of the information in this section applies to those living near a Military Treatment Facility. For information about remote locations, see Page 21

✓ **TIP:** *Be sure you are properly enrolled in DEERS and TRICARE Prime for easy access to care. Your TRICARE Service Center can help.*

Referrals & Care Authorizations

You may be referred to host-nation providers if services are not available at the MTF. Your TRICARE Service Center can answer questions about your referral and help you file any claims.

✓ **TIP:** *If you see a host-nation provider without authorization, TRICARE may pay only a portion of the bill. Check with your TRICARE Service Center first.*

Using Preferred Providers

If you need services that the Military Treatment Facility cannot provide, you will be referred to a member of our Preferred Provider Network. Using a PPN provider offers three advantages:

- **Convenience.** Normally, Preferred Providers will file claims for you—which means no paperwork and no money out of your pocket.
- **Comfort.** Most Preferred Providers speak English, so you can communicate comfortably about your health needs.
- **Confidence.** We verify that Preferred Providers are licensed by the host nation to practice medicine. We also monitor the quality of the care they provide.



Speak Up!

If you see a host-nation provider, TRICARE wants to hear about your experience — good or bad. Go to **www.europe.tricare.osd.mil** and click on “Host Nation Provider Customer Comment Card”

TRICARE Prime

When You Travel

No matter where you go, TRICARE Prime goes with you. Here are some things you should know:

Active Duty Members

- For emergency care, seek treatment from the nearest military or civilian medical facility. Contact your unit or local TRICARE Service Center as soon as possible, or call the Central TRICARE Service Center (see Page 9).
- For emergency care when traveling or on temporary duty in remote locations without military medical facilities, Active Duty Members may call International SOS at 00-44-20-8762-8133.
- You must have authorization to use host-nation providers for non-emergency care when traveling overseas.
- Members traveling in the United States should not receive non-emergency care without authorization from their unit or parent Service.
- See Page 16 for claims filing instructions.

Active Duty Family Members

- For emergency care, seek treatment immediately from the nearest military or civilian medical facility. Contact your local TRICARE Service Center as soon as possible.
- Routine care may be provided only by your primary care manager. If you are traveling overseas or in the United States and need routine care, you must get a referral from your PCM or TRICARE Service Center (unless you are covered under TRICARE Remote).
- When traveling in the United States, try to use a military facility for urgent care. If that is not possible, contact the nearest TRICARE Service Center to find a network provider near you or go to www.tricare.osd.mil.
- If you will be in the United States for more than 60 days, contact the TRICARE Region (See Page 32) where you are staying to transfer your enrollment. When you return to Europe, visit your TRICARE Service Center to transfer your enrollment back.

TRICARE Prime

Prescription Drugs

You have several options for getting prescription medications while serving overseas:

- **At the MTF.** You can fill your prescriptions at many Military Treatment Facility pharmacy locations. Go to www.tricare.osd.mil/mtf to find a military pharmacy near you.
- **By Mail.** The TRICARE National Mail Order Pharmacy offers a convenient, cost-efficient way to fill your maintenance prescriptions. Beneficiaries can request refills by phone and get free delivery to U.S. or APO/FPO addresses. Call 001-866-DOD-TMOP or go to www.express-scripts.com for information.
- **Downtown.** You may buy prescription drugs from local pharmacies and file the claim according to the instructions on Pages 16-17.

Nurse Advice Line

The TRICARE Nurse Advice Line gives you around-the-clock access to medical information and advice. The Nurse Advice Line provides:

- Registered nurses who can answer questions, provide self-care advice and help you decide if you need to seek immediate care.
- An audio health library with easy-to-understand information on hundreds of topics.
- Help with managing chronic conditions, such as diabetes or asthma.
- In some locations, the nurse may be able to directly schedule appointments at your military treatment facility if needed.

Access Numbers

Bahrain	888-475-9233
Belgium	0800-71920
Denmark	800-17357
Germany	0800-825-1600
Greece	008-001-1815-3044
Iceland	800-9001, then 1-888-866-7942
Italy	800-877660
Netherlands	0800-0227944
Norway	800-12635
Portugal	800-800128, then 1-888-866-7943
Spain	00-93-1193
Turkey	00-800-13815-9042
U.K.	0800-896409

Filing Claims

If you have to pay for covered medical services out of your own pocket, you will need to file a claim to be reimbursed for the covered amount.

Where to file

Active-Duty claims should be sent to:

TRICARE Europe
WPS-Active Duty Claims Processing
PO Box 7968
Madison, WI 53707-7968

Active-Duty family member and all TRICARE Standard claims should be sent to:

TRICARE Europe
WPS-Claims Processing
PO Box 8976
Madison, WI 53707-8976

Required documentation

- A completed TRICARE/CHAMPUS claim form (available at www.europe.tricare.osd.mil). If you have paid for the care, indicate that the payment should be made to the beneficiary and specify the currency in which it should be made.
- An itemized bill.

Required documentation (continued)

- A receipt, if applicable, for the amount the patient paid to the physician or hospital
- A completed payment authorization form for active duty members:
 - **Army or Air Force:** SF 1034, Public Voucher for Purchases and Services Other Than Personal.
 - **Navy or Marine Corps:** NAVMED Form 6320/10, Non-Naval Health Care Claim Form.

Where to go for help

- Your TRICARE Service Center or TRICARE Point of Contact should be your first stop if you need help filing a claim.
- If you receive a medical bill that is beyond your means to pay, contact your TRICARE Service Center immediately.

Helpful tips

- Keep copies of all your claims paperwork.
- You will receive a TRICARE Explanation of Benefits for each processed claim which tells you how much was paid and to whom.

Dental Care

Active Duty Dental Care

- Most military members will receive dental care at the nearest Dental Treatment Facility.
- Those in remote locations will get care on the economy after receiving pre-authorization from International SOS.
- Authorized, Active-Duty civilian dental claims will be paid by the International SOS.

Family Member Dental Care

- Active Duty Family Members may use Dental Treatment Facilities on a space-available basis.
- Availability is often limited, so family members may well need dental care on the local economy.
- Except in limited circumstances, your normal TRICARE health program does not pay for dental care received on the economy. For this reason, family members should consider enrollment in the TRICARE Dental Program.

TRICARE Dental Program

The TRICARE Dental Program is a voluntary, paid insurance plan. If you were enrolled at your previous assignment, you will remain enrolled in Europe unless you choose to cancel.

How to enroll

- Enroll online at www.tricare dentalprogram.com. The site also provides information on how to enroll by mail.
- You must pay the first month's premium when you enroll. The monthly premium cost is \$10.51 for one family member or \$26.27 for more than one member.

Using your benefit

- Effective Feb. 1, 2006, non-availability forms are not required for routine or emergency care. Non-availability forms are required for orthodontic treatment and implants.
- A provider listing, as well as forms and more information, are available online at www.europe.tricare.osd.mil/dental.

WIC Overseas

Women, Infants and Children Overseas is a community-based DoD program that improves the quality of life of our troops and their families.

- WIC Overseas is not a TRICARE benefit.
- The WIC Overseas program assists families with nutritional needs in an effort to foster healthy lifestyles and to prevent medical and developmental problems.
- The program provides supplemental foods, nutritional education & counseling, and health care referrals.
- To participate in the WIC Overseas program, you and your family must meet certain eligibility criteria. The local WIC Overseas office in your community will determine eligibility.
- For more information on the WIC Overseas program or to find the telephone number of your closest WIC Overseas office, go to www.tricare.osd.mil/wic or call DSN 496-6328 or (49) 6302-67-6328.

TRICARE at Remote Sites

Active Duty members and their families serving in remote locations in Europe, Africa, Central Asia or the Middle East are covered by one of two programs.

- Most Active Duty members and families permanently assigned to remote locations are covered by **TRICARE Global Remote Overseas**. See Page 22 for details.
- Active Duty members and families permanently assigned to remote areas where TGRO is not offered should see Page 26.

Important information

- When traveling, family members should follow the guidelines on Page 13.
- **Pre-Authorization** is required for inpatient mental health care and cosmetic, plastic or morbid obesity surgery. Contact the Central TRICARE Service Center (see Page 9).
- “**Stork Nesting**” is a service-based (not TRICARE) program that allows pregnant women to temporarily live on or near a military facility for the birth of the child.

TGRO Program

Who is eligible for TGRO?

The TRICARE Global Remote Overseas program is for active duty members and their command-sponsored families who live in designated TGRO locations. TGRO Remote sites are specifically designated by each Service.

- Usually, Active Duty members must enroll in the TGRO program where it is available.
- Family members may choose between TGRO and TRICARE Standard (see Page 6).
- In some locations, active duty members and family members may also choose to enroll with a Military Treatment Facility.

TGRO Benefits

- No out-of-pocket costs.
- No deductibles.
- No claim forms or paperwork.
- Network of credentialed providers
- 24/7 access to medical advice and referrals

Routine & specialty care

- You may see your organization's health unit providers for routine care without contacting International SOS. However, referrals from health unit providers for specialty care must be coordinated with International SOS.
- Routine and specialty received outside of your organization's health unit must be coordinated through International SOS by calling **00-44-20-8762-8133**. Call collect or ask them to call you back.
- **Important:** If do not coordinate care properly, you may have to pay a substantial percentage of the bill under Point of Service rules. Active Duty Servicemember claims may be denied.

Emergency or urgent care

- Go to the nearest location where emergency services are provided. You do not need to contact International SOS first.
- Call International SOS as soon as possible. Active Duty members should also contact their Service.

TGRO Program

Active Duty Dental Care

- Active Duty members may seek dental care through the International SOS call center, which will fax the dentist a guarantee of payment. You will not need to make up-front payments or file any claims.

Family Member Dental Care

- The TGRO program does not cover dental care for Active Duty Family Members.
- Family members should consider enrolling in the TRICARE Dental Program, which will provide coverage for dental care (See Pages 18-19 for more information). Be aware that you will probably need to pay up front for care and file a claim with UCCI for reimbursement.
- Active Duty family members may use an International SOS network dentist to ensure they receive care from a credentialed, quality dentist. However, TGRO will not guarantee payment or cover the cost of the services provided.

Pharmacy services

- Because International SOS does not have a pharmacy network, you should use the TRICARE Mail Order Pharmacy program (see Page 14) or pharmacy services available through your organization for routine prescriptions.
- If you are given pharmaceuticals while receiving emergency or inpatient care from an International SOS provider, the cost will typically be included into your overall bill and you will not have to file a claim.
- You will usually need to file a claim for prescriptions obtained during outpatient visits at participating International SOS network providers.
- If you are referred to an off-site pharmacy, you will have to pay up-front and file a claim for reimbursement (see Pages 16-17 for more information).

Non-TGRO Remote

Family members

- Active Duty family members enrolled in TRICARE Europe Remote may obtain routine care from a host-nation provider of their choice. No pre-authorization is required.
- While you may be required to pay for care in advance, you will be reimbursed for 100 percent of covered costs when you file a claim according to the guidelines on Pages 16-17.
- Non-TGRO Remote beneficiaries are authorized to get care at Military Treatment Facilities outside the immediate area of their assignment. For assistance in making MTF appointments for specialty care, contact your nearest TRICARE Service Center or the Central TRICARE Service Center (Page 9).

Finding a provider

- Contact the nearest military installation, U.S. embassy or consulate and find out if they maintain a list of local, host-nation providers with a history of providing quality service to American patients.

Active Duty routine care

- Active Duty members must get approval from their unit commander or their Service chain of command to receive routine or specialty care on the economy. Use one of the following forms to document approval:
 - **Army or Air Force:** SF 1034, Public Voucher for Purchases and Services Other Than Personal.
 - **Navy or Marine Corps:** NAVMED Form 6320/10, Non-Naval Health Care Claim Form.

Emergency care

- Seek care at the nearest military or civilian facility that provides emergency services. No pre-authorization is required.
- Active Duty members should contact their unit as soon as possible after getting care.
- File claims according to the guidelines on Pages 16-17.
- Active Duty members may call International SOS for help in emergencies, even if they are not in an area served by TGRO.

TRICARE Resources

TRICARE Service Centers

GERMANY (Country Code 49)

Babenhausen.....	06073-38-313/574 • DSN 348-3574/3313
Bamberg.....	0951-300-7420/7897 • DSN 469-7420/7897
Baumholder	06783-6-6570/6205 • DSN 485-6570/6205
Bitburg.....	06561-69-3107 • DSN 452-3107
Büdingen.....	06042-80-820/789 • DSN 321-4820/4789
Butzbach.....	06033-98-2145 • DSN 345-4045
Darmstadt	06151-69-7380/7829 • DSN 348-7380/7829
Dexheim.....	06133-69956 • DSN 334-5956
Friedberg.....	06031-81-3112 • DSN 324-3112
Garmisch.....	08821-750-3816 • DSN 440-3816
Geilenkirchen.....	02451-99-3400 • No DSN
Giebelstadt.....	09334-8-7411 • DSN 352-7411
Grafenwöhr.....	09641-83-7424/8307 • DSN 475-7424/8307
Hanau.....	06181-500-6686/6699 • DSN 328-6686/6699
Heidelberg.....	06221-17-3087/3088 • DSN 371-3087/3088
Hohenfels.....	09472-83-4528/4538 • DSN 466-4528/4538
Illesheim.....	09841-83-512/588 • DSN 467-4512/4588
Katterbach.....	09802-832-353 • DSN 467-2353
Kitzingen.....	09321-305-8415 • DSN 355-8415
Kleber.....	0631-411-6358/6274 • DSN 483-6358/6274
Landstuhl RMC.....	06371-86-8234/6374 • DSN 486-8234/6374
Mannheim.....	0621-730-4708 • DSN 380-4708
Ramstein.....	06371-46-2616/2557 • DSN 479-2616/2557
Schweinfurt.....	09721-96-6638 • DSN 354-6638
Sembach.....	06302-67-6396 • DSN 496-6396
Spangdahlem.....	06565-95-8122 • DSN 452-8122
Stuttgart.....	07031-15-3025/6 • DSN 431-3025/6

TRICARE Resources

TRICARE Service Centers (continued)

Vilseck..... 09662-83-2026/2000 • DSN 476-2026/2000
Wiesbaden..... 0611-705-7318/5248 • DSN 337-7318/5248
Würzburg..... 0931-804-3372/2200 • DSN 350-3372/2200

BAHRAIN (Country Code 973)

Bahrain..... 973-724-862 • DSN 318-439-4862

BELGIUM (Country Code 32)

Brussels NATO..... 02-717-9503 • DSN 365-9503
SHAPE (Mons)..... 06-544-5974/5853 • DSN 423-5974/5853

GREECE (Country Code 30)

Souda Bay..... 821-66-200-1580/1590 • DSN 266-1580/1590

ICELAND (Country Code 354)

Keflavik..... 425-3229 • DSN 450-3229

ITALY (Country Code 39)

Aviano..... 0434-30-5133 • DSN 632-5133
Camp Darby..... 050-54-7883 • DSN 633-7883
Capodichino..... DSN 626-5311
Gaeta..... 0771-709-710 • DSN 627-7710
Ghedì..... 030-903-3068 • DSN 632-4915
La Maddalena..... 0789-798-275/276 • DSN 623-8275/8276
Naples..... 081-811-6330/6331 • DSN 629-6330/6331
Rome..... 06-4674-2685 • No DSN
Sigonella..... 095-56-4848/4838 • DSN 624-4848/4838
Vicenza..... 0444-71-8304/7294 • DSN 634-8304/7294

PORTUGAL (Country Code 34)

Lajes Field..... 295-57-2262 • DSN 312-535-2262

TRICARE Resources

TRICARE Service Centers (continued)

SPAIN (Country Code 34)

Rota..... 956-82-1225/3629 • DSN 727-1225/3629

TURKEY (Country Code 90)

Incirlik..... 0322-316-8763/6628 • DSN 676-8763/6628

Izmir..... 232-441-7038 • DSN 675-4028

UNITED KINGDOM (Country Code 44)

Croughton..... 01280-70-8721 • DSN 236-8721

Lakenheath..... 01638-52-8688 • DSN 226-8688

London..... 01895-61-6328/6324 • DSN 235-6328/6324

Menwith Hill..... 01423-77-7733 • DSN 262-7733

St Mawgan..... 01637-87-6111 • DSN 234-3568

Upwood..... 01480-84-4561/4502 • DSN 268-4561/4502

TRICARE Area Office—Europe

■ **DSN:** 496-7433 ■ **FAX:** 496-6372

■ **CIV:** 0049-6302-67-7433

■ **Toll Free** (in CONUS): (888)777-8343

■ **Mailing Address:**

TRICARE Europe Office
Unit 10310, Sembach AB, Germany
APO AE 09136-0005

■ **E-mail:** TEUROPE@europe.tricare.osd.mil

■ **TEO Web Site:** www.europe.tricare.osd.mil

TRICARE Resources

Calling toll-free in theater

To call TRICARE Europe or UCCI (Dental) toll free, first dial your country's access code:

Bahrain.....	800-000-01
Belgium.....	0-800-100-10
Egypt (Cairo).....	510-0200
Egypt (outside Cairo).....	02-510-0200
Germany.....	0-800-2255-288
Greece.....	00-800-1311
Iceland.....	00800-2225528
Italy.....	172-1011
Netherlands.....	0800-022-9111
Netherlands Antilles.....	001-800-872-2881
Norway.....	800-190-11
Portugal.....	800-800-128
Saudi Arabia.....	1-800-10
Spain.....	900-99-00-11
Switzerland.....	0-800-890011
Turkey.....	00-800-12277
United Kingdom (BT).....	0800-89-0011
United Kingdom (AT&T).....	0800-013-0011
United Kingdom (Mercury).....	0500-89-0011

Wait to speak with an operator, then ask to be connected to one of the following numbers:

- TRICARE Europe: 866-838-7673
- UCCI (Dental): 888-418-0466

TRICARE Regions

TRICARE North **1-877-TRICARE**

Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia and Wisconsin.

TRICARE South **1-800-444-5445**

Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee and the eastern portion of Texas.

TRICARE West **1-888-TRIWEST**

Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, the western portion of Texas, Utah, Washington and Wyoming.

TRICARE Overseas **1-888-777-8343**

TRICARE Europe, TRICARE Pacific, TRICARE Latin America & Canada